

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Druyan et al.

Group Art Unit: 3623 / Conf. # 1508

Application No.: 10/076,362

Examiner: Swartz, Stephen S.

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Docket No.: AUS920011019US1

**Title: METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS
MULTIPLE SYSTEMS**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

OFFICE ACTION RESPONSE

Sir:

This communication is in response to the Office Action mailed June 30, 2010.